Fact sheet

# Moving between roles and workplace adjustments

## Aligning our approach across the sector

The *Government Sector Employment Act 2013* and *Government Sector Employment (General) Rules 2014* provide various mobility provisions to support movement between roles and agencies, including by way of assignment, secondment and transfer.

When employees move to a new role, existing workplace adjustments should be reviewed and updated.

The Commissioner’s Direction and Model Policy for Workplace Adjustments are designed to support government agencies to develop their own workplace adjustment policies and facilitate a consistent and effective approach for workplace adjustments across the sector. In many cases, adjustments should be transferred if they are reasonable and practicable for the new role.

## When would workplace adjustments need a review?

When an employee moves to another role, and the employee shares their adjustment needs with their new manager/agency, the new manager will need to review existing adjustments and consider what adjustments are required for the new role.

The adjustment review should consider all relevant circumstances. In addition to the requirements for considering a workplace adjustment, this may include:

* How practical and cost-effective it is to transfer an adjustment from their previous role. For example, consider if it is more practical and/or economical to re-purchase or re-utilise equipment at the new location for large items like an ergonomic chair or sit/stand desk or whether it is more efficient to ship the items from the employee’s previous workplace.
* The nature of the role. An adjustment may be in place in one role but create an unjustifiable hardship for the employer in another. For example, hybrid working may be suitable for an office-based policy role where face-to-face contact is not an inherent requirement but may not be suitable for an operational service role where face-to-face contact at the workplace or worksite is an inherent requirement.
* Checking to see if the employee’s adjustment needs have changed due to the new role or a change in the employee’s circumstances. For example, the location may mean a longer commute, a different office set up, or the employee’s residential location may have changed.
* Identifying whether any agency specific policies or policy changes since the previous adjustment may impact the adjustment.

## A fair review process

If an employee is unsatisfied with the workplace adjustment process or decision, they should refer to the relevant escalation process within their new agency.

If an employee wishes to make an informal or formal complaint, it is important the process is fair, transparent, confidential and timely. This could look like:

* having a manager or HR/third party review the decision
* the Director or HR Advisory facilitating or mediating an open and respectful conversation between the parties
* clearly explaining the process and possible outcomes to the employee from the outset and keeping those involved informed of the progress
* keeping the complaint and all personal or health information confidential and ensuring the complaint information only goes to those who need to know about it
* having mechanisms in place to protect the employee from being victimised as a result of making the complaint
* ensuring the resolution process is accessible to the employee making the complaint
* conducting the escalation process in an efficient manner and providing an outcome or resolution in a timely fashion.

The employee should be supported throughout this process. This could include allowing the employee to bring a support person to meetings, providing advice and support services to the employee and holding regular check-ins with the employee. The Model Policy for Workplace Adjustments provides a list of advice and support services for employees who wish to make an informal or formal complaint.

The Australian Human Rights Commission provides [good practice guidelines for internal complaint processes](https://humanrights.gov.au/our-work/employers/good-practice-guidelines-internal-complaint-processes) on their website.

Where a manager has questions or concerns regarding workplace adjustments where an employee is moving between roles, they should seek advice from the relevant team in their agency. This may be HR, Legal or another specialist team. Remember that personal and health information about an employee may be subject to privacy and health legislation and may not be able to be shared without their consent unless authorised by law.